AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions, and listings of claims in the application:

Listing of Claims:

1. (currently amended) A call routing system for use in directory assistance system, said routing system comprising:

a primary call routing device at a first call center in the directory assistance system configured to receive directory assistance calls from callers and to determine using a first call distribution process, for each of said calls, whether said calls will be handled by said first call center, or by a second call center in said directory assistance system among a plurality of call centers; and

a secondary router at said first call center in said directory assistance system, said secondary router configured to initially route said calls within said first call center to said primary call routing device, and wherein if said primary call routing device is off-line, said secondary call router employs a second default call distribution [[logic]] process to route said calls among said first call center and said plurality of call centers in said directory assistance systems.

2. (previously presented) The call routing system as claimed in claim 1, wherein said secondary router is configured to determine the online/off-line status of said primary call routing device.

3. (cancelled)

4. (previously presented) The call routing system as claimed in claim 1, further comprising a transfer router, said transfer router configured to transfer calls between said first call center and a second call center in said directory assistance system via a Wide Area Network (WAN).

5. (previously presented) The call routing system as claimed in clam 4, wherein said primary call routing device routes a portion of said plurality of said incoming calls to said second call center when said first call center in said directory assistance system is experiencing high call volume.

6. (previously presented) The call routing system as claimed in claim 4, wherein said secondary router routes a portion of said plurality of said incoming calls to said second call center in said directory assistance system when said primary call routing device is off line.

7. (previously presented) The call routing system as claimed in claim 4, further comprising an automatic call distribution call center, configured to receive a portion of said plurality of calls from said secondary router and distribute them among a plurality of operator terminals disposed within said first call center in said directory assistance system.

8. (previously presented) The call routing system as claimed in claim 7, wherein said second call center in said directory assistance system further comprises a second automatic call distribution call center configured to receive a portion of said plurality of calls from said secondary router and distribute them among a plurality of operator terminals disposed within said second call center.

9-22. (cancelled)

23. (currently amended) A call routing system for use in directory assistance system, said routing system comprising:

a primary call routing device at a first call center in the directory assistance system configured to receive directory assistance calls from callers and to determine using a first call

distribution process, for each of said calls, whether said calls will be handled by said first call center, or by a second directory assistance system among a plurality of call centers;

a frequent caller database, configured to store information corresponding to frequent callers;

a frequent caller routing module coupled to said primary call routing device configured to determine if a particular caller's information is stored in said frequent caller database wherein if said caller's information is stored in said frequent caller database, said primary call routing device utilizes said information and determines if said caller is to receive priority call routing wherein said frequent caller routing module attempts to designate a desired predefined percentage of calls of the total numbers of calls to said directory assistance system as priority calls, and

a secondary router at said first call center in said directory assistance system, said secondary router configured to initially route said calls within said first call center to said primary call routing device, and wherein if said primary call routing device is off-line, said secondary call router employs a second default call distribution process [[logic]] to route said calls among said first call center and said plurality of call centers in said directory assistance systems.

24. (currently amended) A method for routing directory assistance calls within a directory assistance system, said method comprising the steps of:

receiving directory assistance calls from callers at a primary call routing device of a first call center in the directory assistance system;

determining using a first call distribution [[logic]] process, for each of said calls, whether said calls will be handled by said first call center or by a second call center in said directory assistance system among a plurality of call centers;

initially routing said calls in said first call center in said directory assistance system from a secondary router to said primary call routing device for primary call routing; and

if said primary call routing device is off-line, said secondary router using a second default [[logic]] process to route said calls among said first call center and said plurality of call centers in said directory assistance systems.

25. (previously presented) The method as claimed in claim 24, further comprising the step of said secondary router determining if said primary call routing device is on-line or off-line.

26. (cancelled).

27. (previously presented) The method as claimed in claim 24, further comprising the step of transferring calls between said first call center and said second call center in said directory assistance system is by way of a Wide Area Network (WAN).

28. (previously presented) The method as claimed in claim 24, further comprising the step of transferring calls between said first call center and said second call center in said directory assistance system is by way of the Internet.

29. (previously presented) The method as claimed in claim 24, further comprising the step of transferring calls between said first call center and said second call center in said directory assistance system is by way of a packet switched network.

30. (previously presented) The method as claimed in claim 24, further comprising the step of transferring calls between said first call center and said second call center in said directory assistance system when said first call center is experiencing high call volume.

31-38. (cancelled)